

Summary of Programming and Space Needs for Delivery of Services to Wellesley's Senior Population

Provided to Wellesley Community Center

June 2, 2010

The Wellesley Council on Aging ("COA") currently resides in leased space within the Wellesley Community Center ("WCC"). The Board of Selectmen ("BoS") would like to meet with the management of WCC in an effort to discuss the proposal made on May 24, 2010, and to determine whether the needs of the senior population can be met by the WCC facility.

Over the last three years, extensive research has been done on the programming and services necessary to effectively deliver senior support and services and the spaces needed to accommodate such programs and services. Of primary importance to the success of providing for seniors in Wellesley are: accessible, flexible and contiguous spaces allowing for concurrent programming and activities; welcoming space for informal gathering and socialization; activity rooms for various programs such as arts and crafts, lectures, seminars; main hall for large functions and fitness activities which can be partitioned for smaller group activities, meeting spaces for private consultation; and office space for Council on Aging employees; exclusive use and scheduling of the spaces between the hours of 9 am and 4 pm, Monday through Friday, with occasional evening and weekend events initially and growing to additional evening and weekend events into the future.

The summary below is provided to outline the programs and services for seniors, goals and specifications as defined by the Senior Center Study Group and the Senior Center Building Project Group. The following provides a summary of the findings in three parts: Plan for Delivery of Programs and Services, Vision and Goals and Specifications. The information is provided to facilitate discussion among the WCC, COA, the Trustee of Billie Tolles' estate, Gail Kingsley, and the BoS. It is also suggested that you review the Building Program Review and the Addendum to the Building Program Review for additional information (posted on town website).

Model for Delivery of Programs and Services

The Model for Delivery of Programs and Services provides a framework from which to identify a plan which enables the effective delivery of senior support and services in the Town of Wellesley. This Model has been drawn from the conclusory findings of the Senior Center Study Group, The Senior Center Building Project Group, and the Council on Aging and includes:

1. The plan to deliver senior support and services, including the facility and operating plans, must meet the mission and goals as stated by the Senior Center Working Group and as reviewed by Annual Town Meeting (see below).
2. The plan must be financially feasible. Financial feasibility can include funding subject to required approvals, including Town Meeting and a town-wide vote, if Town funds are determined to be necessary. While funding by private sources (in full or in part) is an option, it must be critically assessed for reasonable success, using in-town comparables.
3. The plan must be executable in a specified time frame so as to provide the stated services in a reasonable time. A "reasonable timeframe," while subjective, should be considered in comparison to alternative plans. Further, a plan executed in multiple stages can be considered, but is not favorable if successive stages are not assured, financially or otherwise, in advance.
4. The plan must include the details of logistics and operational management. Only one aspect of senior support and services delivery is space; the other is personnel and management. A clear outline of management structure, dedicated space designations, and commitments related to these functional aspects is required, including exclusive use and scheduling of space by the COA Monday through Friday

9 am – 4 pm, with occasional weekend and evening hours initially and additional weekend and evening hours in the future.

Vision and Goals

The *vision* of a Senior Center is to enable and enhance a vibrant, engaged and healthy lifestyle in the senior adult population, opportunities for interpersonal connections and increasing overall well-being.

The *mission* of the Wellesley Council on Aging is to serve as a supportive family resource as emerging needs of Wellesley residents become more complex; and to advocate for and provide, in a cost-effective manner, a safe, congenial environment where seniors may participate in social, educational, and cultural programs reflective of their needs and interests.

The *goals* of a Senior Center are to:

- Provide the adequate size and type of spaces necessary to enable a sense of place --- to gather, connect, socialize, learn, exercise, and maintain healthy, socially engaged lifestyles;
- Effectively deliver and expand programs to meet the needs and interests of adult seniors;
- Engage and encourage participation;
- Provide flexible and comfortable spaces which are accessible and conducive to multiple activities;
- Foster intergenerational participation;
- Promote "aging in place" by supplementing home life with social opportunities and related support at Town center.

Specifications

The Senior Center Working Group and Senior Center Building Project Group have outlined the design specifications that meet the mission and goals stated above. The design specification can be divided into functional parts:

A. *Schedule Activity Spaces*

Scheduled Activities are those which are posted in advance, often held on a weekly basis. In brief, the Scheduled Activities require the following spaces:

- Main Hall – This is the largest space in the facility and is designed for maximum flexibility. The room can accommodate 120 people, and can be partitioned into two to three spaces further providing flexibility in usage and scheduling. The space will be the primary space for large group activities and fitness classes. One of the spaces will be equipped as a media room (television, sound system). Storage for a portion of tables and chairs is required. All can be used as separate activity rooms or classrooms when needed. Main Hall must be contiguous to kitchen facilities.
- Activity Rooms -
 - a. Activity Room #1 – This space is designed to accommodate 16 people and can be used for bridge and other card games, lecture classes and seminars.
 - b. Activity Rooms #2 and #3 – These rooms are included within the Main Hall and can be separated by moveable partitions. The largest of the two will accommodate 70 people for large movement activities such as fitness, yoga, balance and dancing), and large group activities. This room requires media equipment for movies. The second room can accommodate 30 people and will be used for board games, lecture classes, seminars, needlepoint, and language classes.

- c. Arts and Crafts Room – The third space in the Main Hall, this will be flexible space with folding tables, a sink, counter space, room for sewing machines and storage, and will be the primary space for arts and crafts activities.

B. Meeting Spaces

Meeting spaces are highly utilized by multiple groups, individuals and service providers. A minimum of two meetings spaces is specified:

- Large meeting room (capacity of 12)
- Discussion Room/Library - A soft conference room with furnishing comparable to a library setting. This is the primary space for book groups, knitting, support and bereavement groups and small group meetings.

C. Dining/Food Preparation Facilities

A major component of a vibrant center is the lunch program. Currently, the COA serves approximately 10 to 15 lunches per day, prepared by an outside contract service. The Benchmark Review revealed that many centers serve upwards of 30 - 50 people per day with the lunch service providing the major draw into other center activities (see Benchmark Review). In each of these centers, the adjacent kitchen incorporated commercial-grade equipment. Therefore, the following spaces are specified:

- Dining Room - contiguous to kitchen; set up for lunches as a rule, but can be rearranged as needed.
- Commercial-grade Kitchen - enabling daily on-site food preparation and service.
- Storage - sufficient spaces for pantry, paper goods and miscellaneous serving/table articles.
- Kitchenette/hospitality centers - Small serveries for coffee/tea preparation and related prepackaged snacks.

D. Office/Administration

The office and administrative complex is comprised of the following spaces:

4 private offices

- *Director, 1 full-time employee + capacity for 3 guests*
- *Outreach Coordinator, 1 full-time employee + capacity for 2 guests*
- *Volunteer coordinator, 1 part-time employee*
- *Veteran's Affairs, 1 part-time employee*

2 open work stations

- *Activities Coordinator, part-time employee coordinating the schedule and facility usage*
- *Program and Office Assistant, full-time employee*

1 Reception Area with 2 work stations

- *Customer service and reception, volunteer positions*
- *Greeting and directing*

1 copy/file room

1 health office (possibly connected to a companion restroom), can double as a private meeting room

1 Meeting Room, capacity for 12

1 Shared Area, capacity for 4

- *For use by SHINE, AARP (tax consultation) and other scheduled meetings*

E. Informal Gathering Space

A major goal of the center will be to facilitate informal gatherings and to foster interpersonal connections. The size, location and design of informal gathering space will enable the achievement of this goal. Three spaces have been specified for this purpose:

- Lounge - a living room atmosphere with a fireplace, with a seating capacity of 10 -12 possibly transitioning to a "working lounge," a comfortable sitting area with tables for working, reading and talking, with access to a self-service coffee/tea stand
- Sitting areas - primarily to provide spaces to sit throughout the building; includes chairs/benches in the vestibule, the entry; located near kitchenette/hospitality areas.

The design specification described above yields a defined inventory of spaces to effectively meet the mission and goals. Based on the number of spaces, the expected usage and capacity requirements and the optimal adjacencies, the specifications for the size of each space have been determined and are provided below.

Inventory of Spaces

Senior Center Working Group

SPACE	CAPACITY	SQUARE FOOTAGE
Activity Room #1	16	200
Dining Room	50	949
Kitchen	---	925
Lounge	16	475
Offices		
<i>Director</i>	1 + 3 guests	150
<i>Outreach Coordinator</i>	1 + 2 guests	116
<i>Work Station (2)</i>	2	Open area 254
<i>Reception (2)</i>	2	Open area
<i>Copy/file room</i>	---	57
Meeting Room/Health Room	4	153
Companion Bathroom	1 HC w/companion	44
Main Hall total, including AR2 and AR3	120	2,701
<i>Main Hall</i>	70	1,216
<i>Activity Room #2 (AR2)</i>	30	1,963
<i>Activity Room #3 (AR3) Arts/Crafts</i>	20	522
Meeting Room	12	253
Offices		
<i>Volunteer Coordinator</i>	1 + 2 guests	101
<i>Veteran's Office</i>	1 + 2 guests	107
Restrooms - Women		
Restrooms - Men		